# Older Adult Consumer Perception Survey Data - Superior Region - November 2007

**Total Number of RECEIVED Surveys**

|       |               | Frequency | Valid Percent |
|-------|---------------|-----------|---------------|
| Valid | November 2007 | 134       | 100.0         |

**Total Number of COMPLETED Surveys**

|       |               | Frequency | Valid Percent |
|-------|---------------|-----------|---------------|
| Valid | November 2007 | 105       | 100.0         |

**If the instrument is not completed, the PRIMARY reason must be indicated.**

|         |            | Frequency | Valid Percent |
|---------|------------|-----------|---------------|
| Valid   | Refused    | 19        | 67.9          |
|         | Impairment | 5         | 17.9          |
|         | Language   | 3         | 10.7          |
|         | Other      | 1         | 3.6           |
|         | Total      | 28        | 100.0         |
| Missing |            | 1         |               |
| Total   |            | 29        |               |

## Demographic Data

**Gender**

|         |        | Frequency | Valid Percent |
|---------|--------|-----------|---------------|
| Valid   | Female | 73        | 70.9          |
|         | Male   | 29        | 28.2          |
|         | Other  | 1         | 1.0           |
|         | Total  | 103       | 100.0         |
| Missing |        | 2         |               |
| Total   |        | 105       |               |

**Ethnicity**

|         |                        | Frequency | Valid Percent |
|---------|------------------------|-----------|---------------|
| Valid   | Asian/Pacific Islander | 4         | 3.9           |
|         | Hispanic               | 8         | 7.8           |
|         | Native American        | 1         | 1.0           |
|         | White                  | 78        | 76.5          |
|         | Other                  | 4         | 3.9           |
|         | More than 1 race       | 7         | 6.9           |
|         | Total                  | 102       | 100.0         |
| Missing |                        | 3         |               |
| Total   |                        | 105       |               |

**Age Category**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | 60 - 69 years old | 86 | 84.3 |
| | 70 - 79 years old | 12 | 11.8 |
| | 80 - 89 years old | 4 | 3.9 |
| | Total | 102 | 100.0 |
| Missing | | 3 | |
| Total | | 105 | |

## Service-Related Data

**How long have you received services here?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | > 1 visit, but < one month | 6 | 5.9 |
| | 1 to 2 months | 4 | 4.0 |
| | 3 to 5 months | 6 | 5.9 |
| | 6 months to 1 year | 9 | 8.9 |
| | More than 1 year | 76 | 75.2 |
| | Total | 101 | 100.0 |
| Missing | | 4 | |
| Total | | 105 | |

**What was the primary reason you became involved with this program?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | I decided to come in on my own | 48 | 47.5 |
| | Someone else recommended that I come in. | 45 | 44.6 |
| | I came in against my will. | 8 | 7.9 |
| | Total | 101 | 100.0 |
| Missing | | 4 | |
| Total | | 105 | |

**Were the services you received provided in the language you prefer?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 2 | 2.0 |
| | Yes | 98 | 98.0 |
| | Total | 100 | 100.0 |
| Missing | Unknown | 5 | |
| Total | | 105 | |

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 6 | 6.2 |
| | Yes | 91 | 93.8 |
| | Total | 97 | 100.0 |
| Missing | Unknown | 8 | |
| Total | | 105 | |

**Language of instrument**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | English | 102 | 97.1 |
| | Russian | 1 | 1.0 |
| | Spanish | 2 | 1.9 |
| | Total | 105 | 100.0 |

# Who helped in completing the Survey?

**I did not need any help.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 42 | 40.0 |
| | Yes | 63 | 60.0 |
| | Total | 105 | 100.0 |

**A mental health advocate / volunteer helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 94 | 89.5 |
| | Yes | 11 | 10.5 |
| | Total | 105 | 100.0 |

**Another mental health consumer helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 97 | 92.4 |
| | Yes | 8 | 7.6 |
| | Total | 105 | 100.0 |

**A member of my family helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 101 | 96.2 |
| | Yes | 4 | 3.8 |
| | Total | 105 | 100.0 |

**A professional interviewer helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 101 | 96.2 |
| | Yes | 4 | 3.8 |
| | Total | 105 | 100.0 |

**My clinician / case manager helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 99 | 94.3 |
| | Yes | 6 | 5.7 |
| | Total | 105 | 100.0 |

**A staff member other than my clinician or case manager helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 90 | 85.7 |
| | Yes | 15 | 14.3 |
| | Total | 105 | 100.0 |

**Someone else helped me.**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 100 | 95.2 |
| | Yes | 5 | 4.8 |
| | Total | 105 | 100.0 |

**If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 23 | 100.0 |
| Missing | | 2 | |
| Total | | 25 | |

**If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 23 | 100.0 |
| Missing | | 2 | |
| Total | | 25 | |

**If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Been reduced | 2 | 10.0 |
| | Stayed the same | 1 | 5.0 |
| | Not Applicable (No police encounters this year or last year) | 17 | 85.0 |
| | Total | 20 | 100.0 |
| Missing | | 5 | |
| Total | | 25 | |

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 65 | 95.6 |
| | Yes | 3 | 4.4 |
| | Total | 68 | 100.0 |
| Missing | | 8 | |
| Total | | 76 | |

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 69 | 98.6 |
| | Yes | 1 | 1.4 |
| | Total | 70 | 100.0 |
| Missing | | 6 | |
| Total | | 76 | |

**If you have been receiving services for MORE THAN ONE YEAR, over the last year, have your encounters with the police . . .**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Been reduced | 4 | 5.9 |
| | Stayed the same | 1 | 1.5 |
| | Increased | 2 | 2.9 |
| | Not Applicable (No police encounters this year or last year) | 61 | 89.7 |
| | Total | 68 | 100.0 |
| Missing | | 8 | |
| Total | | 76 | |

**Perception of Access to Services**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Somewhat Dissatisfied | 3 | 3.0 |
| | Neutral | 13 | 13.1 |
| | Satisfied | 49 | 49.5 |
| | Very Satisfied | 34 | 34.3 |
| | Total | 99 | 100.0 |
| Missing | | 6 | |
| Total | | 105 | |

### Perception of Quality & Appropriateness

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Neutral | 9 | 9.2 |
|  | Satisfied | 48 | 49.0 |
|  | Very Satisfied | 41 | 41.8 |
|  | Total | 98 | 100.0 |
| Missing |  | 7 |  |
| Total |  | 105 |  |

### Perception of Participation in Treatment Planning

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Somewhat Dissatisfied | 3 | 3.3 |
|  | Neutral | 22 | 23.9 |
|  | Satisfied | 36 | 39.1 |
|  | Very Satisfied | 31 | 33.7 |
|  | Total | 92 | 100.0 |
| Missing |  | 13 |  |
| Total |  | 105 |  |

### Perception of Social Connectedness

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Dissatisfied | 1 | 1.0 |
|  | Somewhat Dissatisfied | 4 | 4.0 |
|  | Neutral | 28 | 28.3 |
|  | Satisfied | 46 | 46.5 |
|  | Very Satisfied | 20 | 20.2 |
|  | Total | 99 | 100.0 |
| Missing |  | 6 |  |
| Total |  | 105 |  |

### Perception of Functioning

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Dissatisfied | 2 | 2.0 |
|  | Somewhat Dissatisfied | 13 | 12.9 |
|  | Neutral | 20 | 19.8 |
|  | Satisfied | 42 | 41.6 |
|  | Very Satisfied | 24 | 23.8 |
|  | Total | 101 | 100.0 |
| Missing |  | 4 |  |
| Total |  | 105 |  |

**Perception of Outcomes**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Dissatisfied | 1 | 1.0 |
| | Somewhat Dissatisfied | 8 | 8.1 |
| | Neutral | 23 | 23.2 |
| | Satisfied | 49 | 49.5 |
| | Very Satisfied | 18 | 18.2 |
| | Total | 99 | 100.0 |
| Missing | | 6 | |
| Total | | 105 | |

**General Satisfaction**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Somewhat Dissatisfied | 2 | 1.9 |
| | Neutral | 8 | 7.6 |
| | Satisfied | 42 | 40.0 |
| | Very Satisfied | 53 | 50.5 |
| | Total | 105 | 100.0 |

**Descriptive Statistics for Satisfaction with Services Subscales**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| accscale | 99 | 2.17 | 5.00 | 4.1975 | .68717 |
| appscale | 98 | 2.78 | 5.00 | 4.3071 | .57355 |
| txscale | 92 | 2.00 | 5.00 | 4.1630 | .75995 |
| socscale | 99 | 1.25 | 5.00 | 3.8510 | .80234 |
| funscale | 101 | 1.00 | 5.00 | 3.7167 | .96183 |
| outscale | 99 | 1.40 | 5.00 | 3.7192 | .80807 |
| satscale | 105 | 1.67 | 5.00 | 4.3841 | .70108 |
| Valid N (listwise) | 84 | | | | |

# Quality of Life Survey Data

**QOL_1. How do you feel about your life in general?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Terrible | 3 | 2.9 |
| | Unhappy | 10 | 9.8 |
| | Mostly Dissatisfied | 10 | 9.8 |
| | Mixed | 35 | 34.3 |
| | Mostly Satisfied | 24 | 23.5 |
| | Pleased | 11 | 10.8 |
| | Delighted | 9 | 8.8 |
| | Total | 102 | 100.0 |
| Missing | | 3 | |
| Total | | 105 | |

**Descriptive Statistics for Living Situation Subscales**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Living Situation Subscales | 102 | 1.00 | 7.00 | 4.8203 | 1.44017 |
| Valid N (listwise) | 102 | | | | |

**Descriptive Statistics for Daily Activities and Functioning Subscales**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Daily Activities and Functioning Subscales | 102 | 1.50 | 7.00 | 4.5956 | 1.12052 |
| Valid N (listwise) | 102 | | | | |

**Descriptive Statistics for Family Relations Subscales**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Family Relations Subscales | 94 | 1.00 | 7.00 | 4.8191 | 1.54650 |
| Valid N (listwise) | 94 | | | | |

**Descriptive Statistics for Social Relations Subscales**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Social Relations Subscales | 98 | 1.00 | 7.00 | 4.5893 | 1.20079 |
| Valid N (listwise) | 98 | | | | |

**QOL_6A.  In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 95 | 93.1 |
| | Yes | 7 | 6.9 |
| | Total | 102 | 100.0 |
| Missing | 9 | 3 | |
| Total | | 105 | |

**QOL_6B.  In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

| | | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No | 87 | 84.5 |
| | Yes | 16 | 15.5 |
| | Total | 103 | 100.0 |
| Missing | | 2 | |
| Total | | 105 | |

**QOL_7. In the past month, how many times have you been arrested for any crimes?**

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | No arrests | 94 | 100.0 |
| Missing |  | 11 |  |
| Total |  | 105 |  |

**Descriptive Statistics for Legal & Safety Subscales**

|  | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Legal & Safety Subscales | 102 | 1.67 | 7.00 | 4.8464 | 1.19466 |
| Valid N (listwise) | 102 |  |  |  |  |

**QOL_9.  In general, would you say your health is _____?**

|  |  | Frequency | Valid Percent |
|---|---|---|---|
| Valid | Excellent | 1 | 2.2 |
|  | Very Good | 5 | 10.9 |
|  | Good | 15 | 32.6 |
|  | Fair | 17 | 37.0 |
|  | Poor | 8 | 17.4 |
|  | Total | 46 | 100.0 |
| Missing |  | 59 |  |
| Total |  | 105 |  |

**Descriptive Statistics for Health Subscales**

|  | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Descriptive Statistics for Health Subscales | 102 | 1.00 | 7.00 | 3.9853 | 1.36394 |
| Valid N (listwise) | 102 |  |  |  |  |